

SERVICE AREA MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Service Area Manager exists is to be responsible for the management, planning, supervisory duties of comprehensive recreation programming, parks maintenance, facilities management or contract for the Community Services Department. This classification is supervisory. Work is performed under general supervision of the Parks, Recreation and Facilities Director.

ESSENTIAL FUNCTIONS

Assists in the developing, establishing, implementing, monitoring and meeting objectives and goals for a section of the Parks, Recreation and Facilities Division.

Assists in developing, justifying, implementing and monitoring operating budget; reviews, monitors and controls budget expenditures throughout the year to ensure funds are not overspent; develops budget plans for unplanned expenses; prepares monthly reports of the budget status to the Director.

Recommends policy and procedures to the Director; enforces and communicates policy decisions by program; implements City and departmental policies; prepares comprehensive reports and assists in presentations to the General Manager concerning all operation issues; makes presentations to City commissions, council and external organizations.

Develops management programs for maintenance and recreation activities. Develops work standards and work expectations in division. Develops work standards for all activities; monitors work order programs for Facilities Management, grounds maintenance, and irrigation. Attends events and discusses improvements.

Develops annual work plans to determine staffing and workload needs in all program areas; produces monthly reports on all activities to ensure goals and objectives are being met; develops cost of services for each discipline and recreation programs; develops customer survey programs for all maintenance and recreation activities and recommends program changes to Director; Conducts periodic audits of Parks grounds, facilities and recreation programs.

Supervises Senior Recreation Coordinators and Recreation Coordinators who oversee a park facility or supervise Facilities Management Coordinators who oversee a facilities maintenance trade and other staff; recommends selection of employees to the Director; establishes in-house training of staff and related equipment/tools; conducts regularly scheduled meetings with employees; meets with employees as needed to resolve problems; assists in implementing and monitoring employee relations programs; recommends employees for superior performance bonus awards; recommends and prepares disciplinary actions.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Principles and practices of municipal recreation and or facilities administration and supervision. Methods involved in planning, organizing, conducting, and evaluating recreational program activities.

Responsible fiscal procedures and practices.

Must have good working knowledge of the requirements of Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations, relating to CDL license holders in the performance of safety-sensitive functions and the use and/or misuse of alcohol and controlled substances.

Ability to:

Communicate effectively both verbally and in writing.

Demonstrate proficiency in operating a personal computer and related software essential in performing daily activities.

Personify and promote shared responsibility, teamwork and continuous improvement.

Comprehend and make inferences from written material and verbal and/or written instructions.

Produce quality written documents; make presentations to various groups.

Collect and analyze data to make recommendations.

Make mathematical calculations and draw logical conclusions.

Establish and maintain effective working relationships with City staff at all levels, including commissions, City Council and the public.

Maintain regular consistent attendance and punctuality.

Perform a broad range of supervisory responsibilities over others.

Education & Experience

Five years of management experience in the Facilities Management, Parks Management and Recreation related programs.

A Bachelors degree in Business Management, Recreation or Public Administration is highly desirable.

Must have demonstrated experience in implementing practices and procedures used in maintaining facilities, contracts, parks and recreation programs.

Must possess a current valid Arizona driver's license with no major driving citations within the last 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified